

## Introduction

This Publication Scheme is a complete guide to the information routinely made available to the public by the Morland House Partnership; it is a description of the information about our General Practitioners and Practice, which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

## How is the Information Made Available?

The information is made available in the practice information leaflet, on the surgery website: [www.morland-house.co.uk](http://www.morland-house.co.uk) or in hard copy, upon personal application from Nollag McGrath, Practice Manager.

## Your Rights to Information

In addition to accessing the information identified in the publication Scheme, you are entitled to request information about The Morland House General Practice under the NHS Openness Code 1995.

The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.

From January 1<sup>st</sup> 2005 it obliges the Practice to respond to requests about information that it holds, and is recorded in any format and it will create a right of access to that information. These rights are subject to some exemptions, which have to be taken into consideration before deciding what information it can release. Some information will be withheld including:

- Personal, confidential information about individuals which is protected by the Data Protection Act 1998.
- Information whose disclosure would harm the commercial interests of the practice
- Information whose disclosure would harm the public good to an extent that it is greater than the presumed public good of releasing it.

New environmental information regulations were introduced in 2003. These enabled similar access to environmental information as under the Freedom of Information Act 2000.

Under the Data Protection Act 1988, you are also entitled to access your clinical records or any other personal information held about you and you can contact Nollag McGrath, the Practice Manager, at the Surgery, to be guided as to how you may do this.

## Feedback

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to Nollag McGrath, Practice Manager, at the Surgery.

## CLASSES OF INFORMATION

All information at the Morland House is, held, retained and destroyed in accordance with NHS guidelines. Our commitment to publish information excludes any information, which can be legitimately withheld under the exemptions set out in the NHS Openness Code of Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are e.g. the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme. The information on this Scheme is grouped into the following broad categories:

- Who we Are
- Regular Publications for the Public
- Useful Resources
- Our Policies and Procedures
- Our Services
- Financial & Funding Information
- Complaints
- This Publication Scheme

### Who We Are

Oxfordshire Clinical Commissioning Group (OCCG) is the statutory organisation, in Oxfordshire, that plans, buys and oversees health services for more than 700,000 people from a range of NHS, voluntary, community and private sector providers. They commission and monitor primary care provided by 76 GP practices in the county. A list of these surgeries is available on the NHS choices website [www.nhs.uk](http://www.nhs.uk). Further information on the OCCG is available on their website <http://www.oxfordshireccg.nhs.uk/> or by telephoning 01865 336800.

Morland House Surgery provides personal medical services for the geographical area of Wheatley and surrounding villages. A detailed list of the villages covered by the practice is listed in the Patients information booklet available from Reception and on our website [www.morland-house.co.uk](http://www.morland-house.co.uk). The Practice has been established for over 50 years and in 1995 moved into the current premises at Morland House Wheatley. The practice adheres to the General Medical Services contract with the OCCG.

The following Doctors work in the Practice:

Dr Anthony Harnden  
Dr David Copping  
Dr Catherine Jarvis  
Dr Ahsan Alvi  
Dr Magdalen Gould  
Dr Zoe Steel  
Dr Joanne Broderick  
Dr Elizabeth Cope  
Dr Helen Twomey  
Dr Alex Gillies

We are an Oxford University teaching practice for medical students. This means that on occasion a student will be sitting in during consultations. Patients are notified of this and if they have any objections they can ask that the student be absent during their consultation. We value our training status and the contribution that these doctors make to the Practice

The Practice Team:

The Practice Manager is Nollag McGrath. She is happy to help you with any business and administrative issues or problems in the Practice, or any other non-medical aspect of your health care.

We have a valued complement of nursing and administrative staff employed by the practice. Details of all our staff are listed in the patient information leaflet, available from Reception or on our own website: [www.morland-house.co.uk](http://www.morland-house.co.uk)

We also have an attached team of community staff: District Nurses, Community psychiatric nurses, Health Visitors and Midwives, physiotherapists who may be contacted through the surgery.

### **Regular Publications for the Public**

The practice has an up to date patient information booklet available in Reception. This booklet provides information about the Doctors and staff who work at the surgery and the services we offer.

Other information is available on the practice notice boards and display areas in the waiting areas. We also produce a quarterly newsletter which is available on the website and in the public areas of the surgery.

Information on the services provided is also available on the website [www.morland-house.co.uk](http://www.morland-house.co.uk)

### **Useful Resources**

Web sites:

<https://ico.org.uk>

This is the web site of the Information Commissioner.

<http://www.nhsbsa.nhs.uk/FreedomOfInformation.aspx>

This is the NHS Freedom of Information web site.

### **Our Policies and Procedures**

General policies and procedures in use within the practice include, but are not restricted to:

- Data Protection
- Equal opportunities
- Zero Tolerance
- Health & Safety
- Complaints
- Infection Control

All policies and procedures are available for viewing, upon request in writing, to Nollag McGrath, Practice Manager, at the surgery

### **Our Services and Priorities**

At Morland House surgery we offer a wide range of services for our patients. These include:

- New patient examinations

- Childhood developmental checks and immunisations
- Disease management services including asthma, diabetes, hypertension and coronary heart disease
- Travel and other immunisations
- Cervical Cytology
- Contraceptive Services
- Minor Surgery
- Anticoagulant Service
- Smoking cessation support service
- Weight management support service

Provision of services is in line with our contract with Oxfordshire Clinical Commissioning Group (OCCG) the Quality and Outcomes framework and enhanced services agreements made with the OCCG.

We also offer

- On- line booking via our website [www.morland-house.co.uk](http://www.morland-house.co.uk)
- Repeat prescription ordering via our website, by email, fax or post.
- Disabled access
- Patient lift to first floor consulting rooms
- Good car parking

When the surgery is closed 'Out of Hours Care' for urgent medical services is provided by an 'Out of Hours' service arranged by OCCG.

### **Financial & Funding Information**

Morland House General Practice receives funding from the OCCG according to its contract for General Medical Services in exchange for services provided for patients.

Details on NHS funding for Oxfordshire is available on the OCCG website <http://www.oxfordshireccg.nhs.uk/>

### **Complaints**

If you have a complaint or concerns about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a complaints procedure as part of the NHS system. Our complaints system meets national criteria.

A copy of our practice complaints procedure is available from Nollag McGrath, Practice Manager, at the surgery.

### **This Publication Scheme**

Any requests regarding our information management policies generally in the practice should be directed to Nollag McGrath, Practice Manager, at the surgery. Requests should be made in writing or by fax or email. The request must state the name and address of the applicant and should describe the information requested. The Practice will acknowledge the request within 4 working days and comply with a request within 20 working days of receipt.

In some cases there will be charges made to cover the costs of copying, printing, stamped addressed envelopes and the administrative costs involved in so doing.

The current rate of photocopying and/or printing is charged at 30pence/per sheet and the administrative charge stands at £10.00. The charges will be reviewed regularly. The publication is available, free of charge, on the practice website:

[www.morland-house.co.uk](http://www.morland-house.co.uk), although any charges for the Internet service provider and personal printing costs would have to be met by the individual.

Requests for multiple printouts, or for archived copies of documents which are no longer accessible or available on the web, may attract a charge for the retrieval, photocopy, postage etc. We will inform you of any cost charges, in advance. We will not provide printouts of other organisation's websites.

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